Health Services Inspection Issues

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U.S. AIR FORCE

Overview

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- HSI focus for CY 2003
  - New HSI Guide structure
  - Scoring system
  - Where medical logistics fits
  - Benchmark programs
  - Root cause analysis
- Medical logistics findings
- Support to GSUs

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Background

- Annual review of HSI Guide, process, and tools
  - Review input from post-HSI surveys
  - Input from Air Staff, MAJCOMs, ANGB, AFRC
  - As a minimum, update inspection tools
  - Staff/coordinate changes with Medical Oversight Board
  - Brief IG/SG Summit on major process changes

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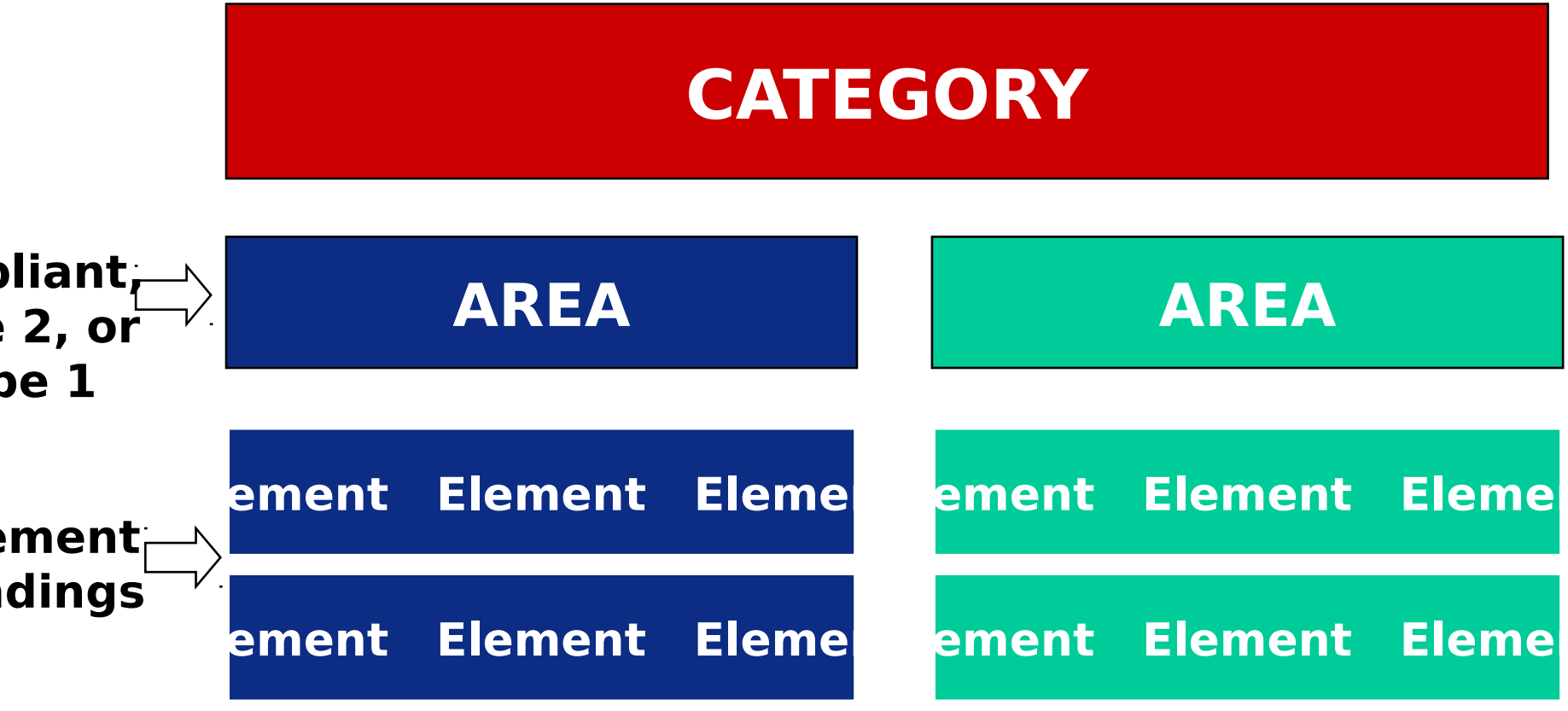
Field input

“No emphasis on mission critical tasks”

“Rating system not reflective of actual mission capability”

HSI Guide Structure



HSI Guide Structure

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Change is good!

HSI Categories (Active Duty Guide)

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- EX.1 Expeditionary Medical Operations
- IG.2 In-Garrison Medical Operations
- LD.3 Leadership
- SM.4 Special Missions

Categories/Areas/Elements

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Category: Expeditionary Medical Operations

Area: Medical Readiness Planning and Oversight

Logistics

Element: EX.1.1.1 War Reserve Materiel (WRM) Program Management

Categories/Areas/Elements (cont'd)

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Category: Leadership

Area: Business Management

Logistics Elements:

- HCS.1.1.1 Materiel Issue
- HCS.1.1.3 Mgt of Controlled Medical Items
- HCS.1.1.2 Pro Services Contracts/ BPA Oversight

Element Scoring

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- Raw Element Score
  - 4 - Fully Compliant
  - 3 - Minor Discrepancy
  - 2 - Major Discrepancy
  - 1 - Critical Discrepancy
  - 0 - Programmatic Failure
- Computed Element Score
  - Raw score multiplied by element weight (1-5) equals the computed element score

Element Weights

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Element	Weight
EX.1.1.1 WRM Program Mgt	5
LD.3.2.1 Materiel Issue	5
LD.3.2.4 Controlled Medical Items	3
LD.3.2.7 Pro Svcs Contracts/BPAs	2

Area Results & Ratings

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RESULTS	RATINGS
95 – 100	Special Recognition
80 – 94	Compliant Area
70 – 79	Type 2 Area
<70	Type 1 Area

Scoring Example

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CATEGORY: IGO.2 In-Garrison Medical Operations
AREA: IGO.2.1 Worker Protection

	SCORE	X	WT	=	EARNED /	POSSIBLE
IGO.2.1.1	43		1212			
IGO.2.1.2	35		1520			
IGO.2.1.3	24		8	16		
IGO.2.1.4	13		3	12		
TOTAL					38	60

AREA RESULT: 38/60 = 63%

AREA RATING: TYPE I

Overall Rating

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92 – 100 OUTSTANDING

83 – 91 EXCELLENT

76 – 82 SATISFACTORY

70 – 75 MARGINAL

<70 UNSATISFACTORY*

***Unsatisfactory rating requires re-inspection within 9 – 12 months (AD)**

Benchmark Programs

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- Formerly known as “Best Practice”
- Any program may be nominated
- Inspectors may identify programs
- AFIA/SG must validate benchmark programs

Root Cause Analysis

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- Implemented 1 Jan 2002
- Information gathered during HSIs using root cause analysis worksheet
- Intended to capture specific reasons for common problem areas
- Results briefed at medical oversight board (representatives from MAJCOMs and AFMOA)
- Briefed at IG/SG summit

Logistics Findings 2002

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- EX.1.1.1 WRM Program Management
  - One Type I Finding
    - Inventories not done
    - Multiple discrepancies identified by AF Audit Agency were not corrected
  - Two Element Comments
    - Inadequate deferred procurement plan
    - No inventory documentation
    - Vague, draft MOAs with detached units

Logistics Findings 2002 (cont'd)

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- LD.3.2.1 Materiel Issue
  - One Type I Finding
    - MEMO inventories not done for over two years (repeat finding)
  - One Type II Finding
    - Late MEMO inventories
    - Reports of survey not initiated (over 1 year)

Logistics Findings 2002 (cont'd)

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- LD.3.2.1 Materiel Issue (cont'd)
  - Five Element Comments
    - Reports of survey not initiated
    - MEMO inventory begun but not completed
    - Inadequate backorder follow-up process

Logistics Findings 2002 (cont'd)

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- LD.3.2.4 Mgt of Controlled Medical Items
  - One Type II Finding
    - Schedule II narcotics in vault but not on record (full units of issue)
- LD.3.2.7 Professional Services Contracts/BPAs
  - No findings!

Support to GSUs

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- Feedback on support from host logistics is good
- ARC 4A1X1s aren't "loggies" in the traditional sense…
  - No MEDLOG/DMLSS
  - Work schedule conflicts with host's logistics hours
  - Full-time people (non-loggies) do most of the supply/equipment ordering and pick-up for the unit
  - UTA weekends are 2 days – 1 training, 1 clinic
  - Not much experience maintaining WRM and not much time to do it

We're here for you!

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Providing Air Force leaders with independent assessments to improve the Air Force

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